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ADMINISTRATIVE OFFICE OF THE  
UNITED STATES COURTS

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WASHINGTON, D.C. 20544

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Controller  
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Office of Finance and Budget

March 30, 2012

MEMORANDUM

To: All United States Judges  
Circuit Executives  
Federal Public/Community Defenders  
District Court Executives  
Clerks, United States Courts  
Chief Probation Officers  
Chief Pretrial Services Officers  
Senior Staff Attorneys  
Chief Preargument/Conference Attorneys  
Bankruptcy Administrators  
Circuit Librarians

From: Charles S. Glenn

A handwritten signature in black ink, appearing to read "C. Glenn", is placed over the printed name "Charles S. Glenn".

RE: NATIONAL TRAVEL JUDICIARY-WIDE TRAVEL MANAGEMENT CENTER  
(IMPORTANT INFORMATION)

I am pleased to announce the selection of a new Travel Management Center (TMC) vendor, which concludes a significant contracting effort by the Administrative Office and court representatives to ensure Judiciary travelers are provided with the highest level of customer service and enhanced service offerings while maintaining reasonable prices.

**A five-year contract has been awarded to the National Travel Service (NTS), which begins on April 1, 2012.** In the coming weeks, NTS will provide additional information regarding their services, as well as information and training opportunities for the new customized Judiciary online booking site. It is anticipated that NTS's prior experience with the Judiciary will make for a relatively smooth transition from Omega Travel. Detailed information regarding the transition and NTS services are provided in Attachments 1 and 2.

Although use of NTS is discretionary, we encourage you to take advantage of the benefits offered under this new contract. The contact number for NTS is 800-445-0668. If you have any questions, comments or concerns regarding the transition, please contact the Travel Management Office Help Desk at 502-202-1290 or by email at [Relocation and Travel Help Desk@ao.uscourts.gov](mailto:Relocation and Travel Help Desk@ao.uscourts.gov).

Attachments

## KEY POINTS OF THE TRANSITION

### Transaction Fees:

The transaction fee of \$27.25 for a full-service booking remains the same as it was under the National Travel contract six years ago. **The price for the self service booking is \$8.00.** Previously the pricing structure for Travel Management Center booked travel was based on a fee for each transaction (original reservation, any changes to a reservation, or additional fees for transactions outside of the contracts core business hours). The new contract's pricing institutes a single price regardless of service rendered structure. For a standard booking, no matter how many changes are made to a reservation, the total cost to the traveler will not exceed the full service booking fee of \$27.25. If changes need to be made to an online reservation by a full service agent, a traveler will only be charged the full service booking fee of \$27.25 (\$8.00 + \$19.25), and not \$36.25. The single pricing structure is consistent 24 hours a day, 7 days a week, and 365 days a year. There are no additional after hours fees for reservations made outside of the contracts core business hours (7:00AM to 10:00PM EST). A complete pricing table is provided at Attachment 2.

### Transition Issues:

The transition will occur on April 1, 2012. For those employees currently holding unticketed reservations with Omega Travel, the reservations will be released automatically from Omega Travel and transferred to National Travel on March 30, 2012. An unticketed reservation is a reservation for which the traveler has yet to be billed (i.e., a reservation using government contract airfare issued three days prior to travel). **Travel occurring the week of April 1, 2012, will be ticketed by Omega Travel on March 29, 2012, prior to the transfer.** Employees traveling from April 8, 2012, and beyond, *with reservations that do not require advance ticket purchase*, will have their reservations ticketed by National Travel. *National Travel will send an email confirmation, of the reservation to the traveler once control of the reservation has been released to them.*

Any individuals currently holding **ticketed** reservations with Omega Travel should continue to contact Omega Travel for changes or cancellations, or contact the airline directly.

\*\*\*If you have questions about whether your reservation is "ticketed or unticketed," please contact the TMO at 202-502-1290 for assistance.\*\*\*

The new Judiciary online booking tool will be available in mid May 2012. More information on the new booking tool and training class dates will be sent out when the online booking site is fully operational.

The new contract also provides for meeting and event planning services. More information on these services will be forthcoming as we pass through this first phase of transition.

## CUSTOMARY VALUE ADDED OPTIONS PROVIDED BY NATIONAL TRAVEL

### ***Cost Containment Services:***

*Lowest Airfare Guarantee:* National Travel guarantees that tickets will be issued at the lowest applicable fare, whether it is government contract or discounted/nonrefundable commercial airfare, at the time of ticketing, or it will refund the difference to the court *and* provide a \$100 Travel Certificate that the court could apply to a future government travel purchase from National Travel.

*One World, One Fee:* Savings on transaction fees, which **include** reissuing for involuntary schedule changes, as well as for voluntary changes requested by travelers while en route. National Travel does *not charge a surcharge* for after-hours service. This inclusive approach to pricing offers substantial savings because travelers **will not incur multiple or additional after-hours fees when it is necessary to change reservations or make travel arrangements outside of the TMC's core business hours.**

*Unused ticket tracking:* National Travel has an automated process for monitoring the usage of electronic tickets to ensure that unused electronic tickets are promptly reissued or refunded. Unused, nonrefundable tickets are tracked and counselors are alerted when a traveler has an outstanding credit that can be applied to a future trip. This system ensures that any unused tickets are refunded or reissued at the earliest opportunity, and provides the Courts with the ability to identify unused credits.

### ***Value Added Services:***

National Travel offers an array of services and products at no additional charge designed to ease the burden of making travel arrangements, provide complete traveler support before, during and after travel.

*Concierge Service Desk:* In response to airlines reducing capacity and services, National Travel has expanded our service to the customer to ensure travelers are not inconvenienced with airline over booking. At no additional charge, our concierge services include:

- ◆ Airline seat assignment assistance, including unblocking of preferred seats
- ◆ Airline check-in assistance, including payment of checked baggage fees
- ◆ Frequent Traveler program assistance

*Flight Status Messaging:* At no additional charge, U.S. Court travelers can enroll in Flight Stats, an itinerary monitoring and messaging system that involves capturing the entire itinerary of a passenger, monitoring the itinerary for travel-related events, and sending relevant travel messages to the traveler's smartphone or PDA device, alerting them to events such as flight delays or cancellations, gate changes, or even reminders that the scheduled flight is operating on time.

*Fed Flyer- iPhone APP:* Developed by National Travel, this app packs in information about current travel policy, per diem rates, flyer's rights, airline rules, flight status, and more. This user-friendly iPhone application contains 18 simple to use tools and is provided complimentary. The app is currently being customized with Judiciary specific information and will soon be available for Droid users as well.

*Online Booking:* U.S. Court travelers will be provided a customized site on the latest release of the most modern and stable booking platform in the designed for government travel. This solution offers a familiar, easy-to-use, leisure-like shopping experience that offers both government and nonrefundable rates.

*\$200,000 Flight Life Insurance:* Included at no charge.

*Enhanced Reporting Capabilities:* Court unit contacts will be able to access a robust set of reports that should enhance each unit's ability to manage their travel program. One of the reports that will provide immediate value to courts is a report of outstanding airline credits by traveler. This report will allow court units to track and monitor the outstanding credits and provide a more accurate accounting of all available travel funds.

Description	Transaction Price Contract Year 1
Full Service, Air/Rail Domestic Per Transaction	\$27.25
Full Service, Air/Rail International Per Transaction	\$34.00
Full Service, Hotel/Car Only Domestic Per Transaction	\$8.00
Full Service, Hotel/Car Only International Per Transaction	\$8.00
Self Service, Air/Rail Domestic Per Transaction	\$8.00
Self Service, Air/Rail International Per Transaction	\$8.00
Self Service, Hotel/Car Domestic Per Transaction	\$3.50
Self Service, Hotel/Car International Per Transaction	\$3.50
Event Planning Specialist - On Site Per Hour	\$56.00
Event Planning Specialist - Off Site Per Hour	\$35.00